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FAN GOOGLE WORKSPACE
Customer Briefing

U.S. Dept of State | **Cloud Project Management Office (CPMO)**

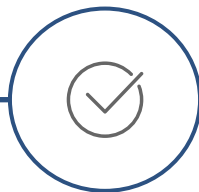**DATE:** January 2022

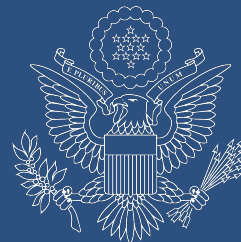**CPMO**
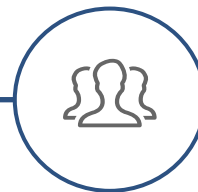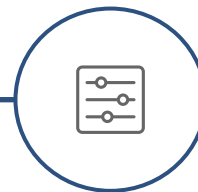
FAN WORKSPACE
OVERVIEW

WHAT IS FAN GOOGLE WORKSPACE?

ENABLING THE DOS MOBILE WORKFORCE

"The Foreign Affairs Network (FAN.gov) Google Workspace platform provides a cloud-based (Software-as-a-Service), SBU-capable software suite for secure communication, collaboration, and productivity."

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What is FAN Workspace?

It's the Google Workspace you know and love, designed for government use. FAN Workspace includes the same Google-based capabilities that you'd expect from a personal Google account, including its mobile-friendly suite of applications.

AVAILABLE WORLDWIDE
All personnel who support DOS missions, to include non-Department personnel, are able to get a FAN account.

MOBILE-FRIENDLY
Access Workspace apps from your desktop, laptop, or from your GFE or personal mobile device (smartphone, tablet).

SBU-CAPABLE
FAN Workspace is Authorized to Operate (ATO'd) at the Moderate impact level, which includes SBU and PII information.

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BUILT FOR *you*

As technology rapidly advances, the Department's technical needs are posed to shift at rates that are hard to predict. Based on this mission environment, DOS requires an integrated, future-leaning IT ecosystem that fosters iterative, secure, and user-focused technology offerings. As part of the DOS cloud ecosystem, CPMO's FAN Workspace aims to help meet the needs of our 21st century workforce.
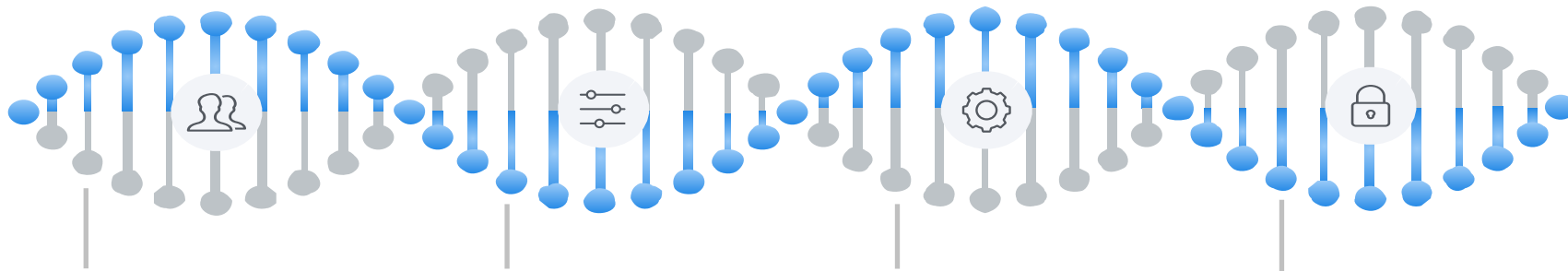
User Experience

Collaborate on documents in real-time, or host a virtual meeting in one click. FAN Workspace enhances team productivity through Google's intuitive, user-friendly applications.

Adaptability

Whether your team is small or large, internal or multi-agency, FAN Workspace has the tools to meet your needs anywhere, and on any device. You can even add non-DOS personnel to collaborate on docs and/or join a Meet session.

Management

This is "the" Google offering for DOS– one platform, one mission. We have centralized our licensing, support, and compliance model under one roof– at no cost to our users.

Security

FAN is ATO'd at FISMA Moderate, which means your SBU data is secure in FAN Workspace. And, the Department's identity management solution uses the same password as your state.gov account– one password for all your apps.

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FAN Workspace Services & Capabilities

FAN
SERVICES

CONNECT
- Gmail
- Calendar
- Chat
- Meet
- Jamboard

CREATE
- Docs
- Sheets
- Forms
- Slides
- Keep

ACCESS
- Drive
- Bring Your Own Device (BYOD)
- Okta

CONTROL
- Admin Console
- Mobile App Mgmt
- External Sharing

INFORM
- Digital Signage
- Sites
- Classroom
- Conferencing

LEARN MORE

Want to learn more? Check out Google's Workspace Learning Center

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CONNECT through voice, video, and text

GMAIL
Gmail keeps you updated with real-time message notifications, and safely stores your important emails and data.

CALENDAR
With Calendar, your team has access to shareable calendars that integrate seamlessly with Gmail, Drive, Contacts, Sites and Meet so you always know what's next.

CHAT
Chat makes it easy for teams to be able to get their work done in one place. From direct messages to group conversations, Chat helps teams collaborate easily and efficiently.

MEET
Set up a meeting and share the link. With a fast, lightweight interface and smart participant management, multi-person audio and video calls (up to 500 participants) are a breeze.

GOOGLE **MEET**

Video and audio conferencing, *simplified.*

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Big calls, small calls. Your choice.

Google Meet can accommodate up to **500 participants on a single audio and video call**, and up to **100,000 FAN users on a livestream** (webinar). Whether your team is big or small, local or all over the world, Google's virtual meeting platform provides a simple and reliable way to connect.

Join from OpenNet, another agency's network, or from home.

Our Google Meet platform is ATO'd at FISMA moderate and is **authorized for use both on and off the OpenNet network**. Join from your workstation or from a meeting room. Google Meet has both audio and video options to meet your office's needs.

Same office everyday, or a bit spread out? You're covered.

As long as your team has access to a Chrome internet browser or a phone, they'll be able to join or dial-in to a Google Meet session **from anywhere, on any device**.

Teammates do not have FAN accounts? No problem.

No need to worry if some meeting participants do not have a FAN account; participants can have **different accounts / email domains** and still join-in. Just add everyone's preferred email to the Google invite and press send.

Google Meet provides **audio and video teleconferencing** services for teams all around the world. Just set up a meeting, add your attendees (OpenNet and Non-OpenNet), and share the link.

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CREATE
with your team

★ ★ ★

GOOGLE **HANGOUTS MEE**

A How-To Guide for Setting-Up & Joining a Session

Google Hangouts Meet provides **audio and video teleconferencing s**
world. Just set up a meeting, add your attendees (OpenNet and Non-Ope
will walk you through how to set-up, host, and join a Google Hangouts Me

HOW TO **HOST A GOOGLE HANGOUTS ME**
For starters, while you do not need a FAN account to *join* a Hangouts Mee
account if you want to *host* a Hangouts Meet session. There are two ways

01 //   **Create a new Calendar eve**
                 you add a guest to an event, a

Assigned to
You ✓

Celia Lee
2:29 PM Today

+DoddsTJ@fan.gov Can we test a few
links before launch? Let's set up a
Hangout to discuss. Thanks!

Yep! Just confirmed with the team
we should be good to go :)

Reply   Cancel

DOCS
Create and edit text documents right in your browser—no dedicated software required. Multiple people can work at the same time, and every change is saved automatically.

SHEETS
Collaborative, smart, secure spreadsheets for fast-moving teams across the world. Also, Sheets is compatible with Microsoft Office; say goodbye to the pain of working with multiple data sources.

SLIDES
Work on a single presentation online with your colleagues, your whole office, or even with external contacts. You control who gets permission to edit, view or just add comments.

FORMS
Create custom forms for surveys, questionnaires, user feedback, you name it. Gather everything in a spreadsheet and analyze data right in Google Sheets.

KEEP
Keep organized. Capture inspiration and to-do's effortlessly. Collaborate on notes with teammates and set reminders to stay on track.

JAMBOARD
Sketch your ideas whiteboard-style; drop images, add notes, and pull assets directly from the web while collaborating with team members from anywhere.

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ACCESS your content

DRIVE
Store any and every file. Access files anytime, anywhere from your desktop and mobile devices. Control how files are shared.
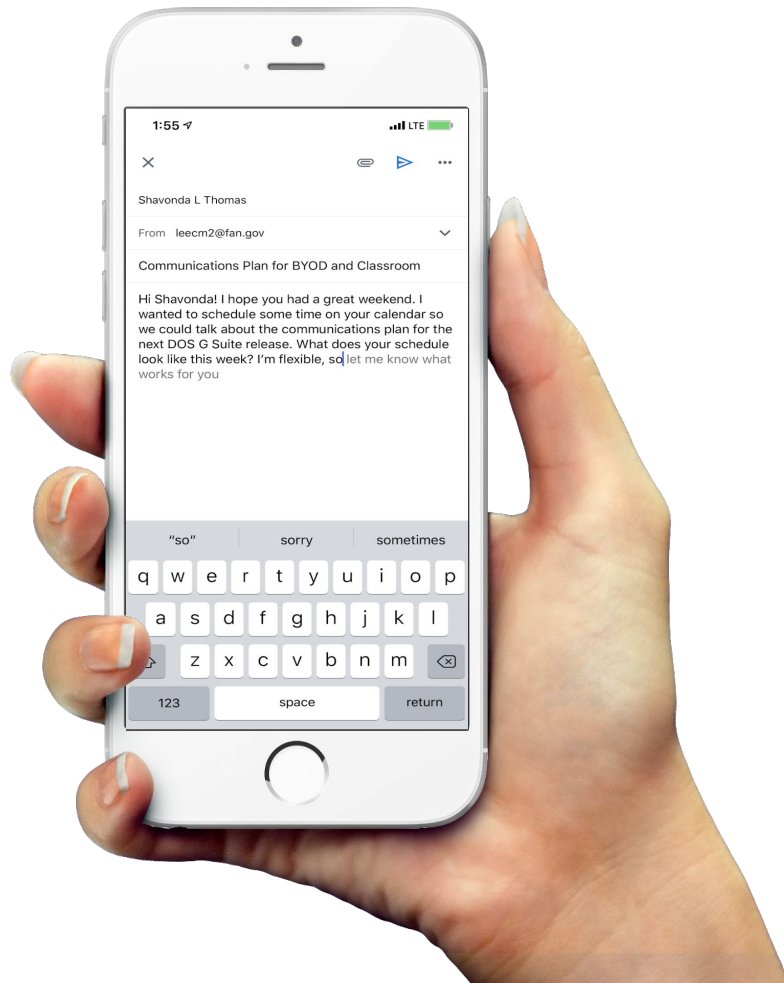
IDENTITY MANAGEMENT (OKTA)
The Department's Okta Identity Management platform is integrated with FAN Workspace. Our users only need to remember one password– their OpenNet password– to access all their favorite FAN Workspace apps.

MOBILE DEVICE PROGRAM
Our mobile device program enables FAN users to connect their personal and/or GFE-issued Apple and Android mobile devices (i.e. smartphones/tablets) to FAN Workspace mobile applications.

1:55 ⭘ ⋯⋯ LTE 🔋

✕   📎 ➤ ⋯

Shavonda L Thomas

From   leecm2@fan.gov   ⌄

Communications Plan for BYOD and Classroom

Hi Shavonda! I hope you had a great weekend. I wanted to schedule some time on your calendar so we could talk about the communications plan for the next DOS G Suite release. What does your schedule look like this week? I'm flexible, so let me know what works for you

"so"   sorry   sometimes

q w e r t y u i o p
a s d f g h j k l
⇧ z x c v b n m ⌫
123   space   return

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INFORM your audience

FAN DIGITAL SIGNAGE

FAN Digital Signage is a chrome-based digital marketing and display service offering supported by the CPMO. Offices and embassies all over the world use Digital Signage to digitally display important information to target audiences.

SITES

With sites, you can collaboratively create engaging, high-quality sites for your team, project or event.

CLASSROOM

Manage training and learning with Google Classroom. Classroom helps instructors and students organize assignments, boost collaboration, and foster better communication.

MEET CONFERENCING

With Google Meet, you can host a audio and video conference with up to 500 participants. Guests don't need FAN account to join your session– just send them a shareable link, and they're in.

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DIGITAL SIGNAGE

A robust, easy to use digital solution to keep your audience informed in real-time.

FAN Digital Signage is a Chrome-based service that enables posts and embassies to schedule and display important news and content across multiple screens — all from one main hub.

Digital Signage supports multiple use cases. Interactive portals, real-time social feeds, and public outreach content are a few examples of how posts and embassies are using digital signage.

FAN Digital Signage is a low cost solution. After you purchase a chrome-based device, you'll need to pay a one-time license fee of $150 per device to get started. Additional costs for monitors and internet service may be incurred separately.

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CUSTOMER VALUE

A global view of the FAN user community

FAN.gov
by the numbers

18k+ **USERS**
18,000+ users
across the globe

250+ **POSTS**
250+ embassies &
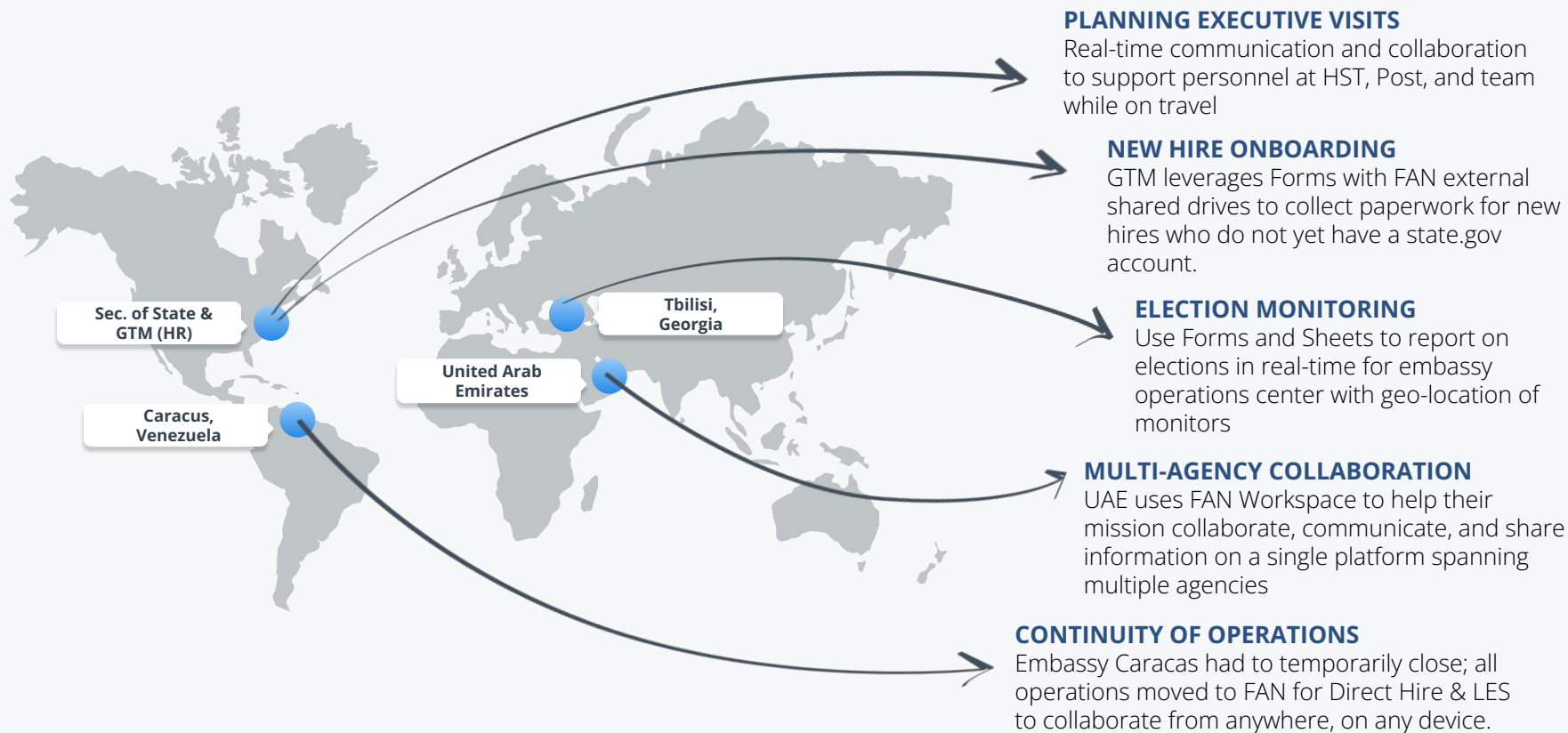consulates are using
FAN.gov

650+ **OFFICES**
650+ offices are
represented in the FAN
user community

USE CASES

How our users are leveraging FAN Workspace around the world

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PLANNING EXECUTIVE VISITS
Real-time communication and collaboration to support personnel at HST, Post, and team while on travel

NEW HIRE ONBOARDING
GTM leverages Forms with FAN external shared drives to collect paperwork for new hires who do not yet have a state.gov account.

ELECTION MONITORING
Use Forms and Sheets to report on elections in real-time for embassy operations center with geo-location of monitors

MULTI-AGENCY COLLABORATION
UAE uses FAN Workspace to help their mission collaborate, communicate, and share information on a single platform spanning multiple agencies

CONTINUITY OF OPERATIONS
Embassy Caracas had to temporarily close; all operations moved to FAN for Direct Hire & LES to collaborate from anywhere, on any device.

Sec. of State & GTM (HR)

Caracus, Venezuela

Tbilisi, Georgia

United Arab Emirates

Planning Executive Visits

An overview of the S/ES Secretariate Staff, aka "The Line", Staffing Dashboard

The S/ES scheduling platform, based in FAN Workspace, provides a secure solution for "The Line" staff to enter data about personnel, documents, trips, and events into a custom software application that anyone with the appropriate permissions can access and update in real time.

Because the solution is deployed on FAN Workspace, "The Line" staff can access information from the office on OpenNet, on their mobile devices, or via the Internet - users have access to data in real time to support the Secretary, anywhere and on any device.

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GTM Talent Management

Original Process
ORIGINAL PROCESS FOR COLLECTING NEW HIRE PAPERWORK

GTM needed new hires to securely upload new hire paperwork. The previous solution was manual, email-based, and also required new hires to transmit PII data from a public, unsecured email address.

Improved Process
NEW PROCESS FOR COLLECTING NEW HIRE PAPERWORK

Now, GTM provides non-enterprise FAN accounts to new hires new hires. Through FAN, GTM's new solution provides a secure solution for new hires to upload their paperwork.

Security Benefits
END-TO-END PII/SBU DATA PROTECTION

GTM's FAN Workspace solution provides end-to-end security to protect new hires' PII/SBU data when exchanging paperwork with GTM.

Customer Benefits
SECURE, AUTOMATED DATA AGGREGATION

All new hire forms are automatically aggregated and stored in each new hires' respective folder. GTM staff can quickly track and retrieve the the paperwork from the centralized repository to process each applicant.

Election
Monitoring

Real-time election updates

Using a simple Google form (accessed via a mobile device), election observers at 409 different polling stations provide real-time updates.

Automated data consolidation

The data was automatically consolidated, allowing Post to receive real-time information that was fed into SITREPS and updates to the Front Office.

Supports low-bandwidth areas

The simplicity of the observation form provided for a minimal amount of data transmission needed. This was critical, as this was in a country with unreliable bandwidth. Observers were able to successfully make real-time updates with only 4G, and sometimes 3G, cellular service.

Multi-Agency Collaboration

The Mission of United Arab Emirates needed to stand up a virtual Emergency Action Committee that will provide either the Ambassador or the Principal Officer with guidance on threats, emergencies, and crises at post and/or against U.S. interests elsewhere.

UAE MISSION NEEDS: EXTERNAL COLLABORATION

At post, Mission UAE must work with multiple external agencies in the development of decision points, operating assumptions, and consolidation actions to consider when conducting training and drills, and implementing action plans, along with other items when circumstances warrant.

FAN COLLABORATION CAPABILITIES

UAE uses FAN Google Workspace for email distribution lists, team Drives and Meet voice/video conferencing.

SECURE DATA ACCESS & CONTROL

UAE is able to provision non-enterprise FAN accounts for other (non-DOS) mission partners so that all parties can collaborate from any location while maintaining access control for mission data.

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Caracas Continuity of Operations

US Embassy Caracas is under a temporary closure. OpenNet was disabled as part of the closure procedures, but the Mission still needed to continue supporting business activities between Direct Hire American staff who evacuated to the U.S. and locally employed staff still residing in Caracas.

Embassy Caracas staff – US Direct Hires & LES – shifted all communications and business support activities to FAN Workspace, including general email communications, documentation, and tracking information for all LES lead activities for the Mission.

FAN's secure communication and collaboration capability remains critical to Embassy Caracas staff operating remotely in the US, as OpenNet and O365 are unavailable to remaining LES.
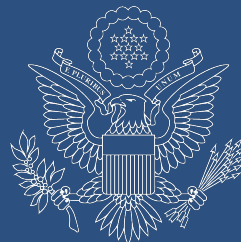
CONTACT US

✉ Have any questions? Contact the FAN Support Team at **support@fan.gov**

💻 Learn more about FAN Workspace by visiting our **SharePoint site** (state.gov users) and our **FAN Center site** (FAN users)

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REQUEST A FAN ACCOUNT

1

REQUEST

Users can request a FAN account by contacting the FAN Support Team at support@fan.gov.

Note: FAN Workspace is centrally funded by IRM.

2

LEARN MORE

Once you have your FAN account and log-in to it, you can access The FAN Center. There, you can find lots of helpful resources about the FAN Workspace platform. For state.gov users without a FAN account, check out our SharePoint site to learn more about FAN Workspace.